Ideation Phase

Define the Problem Statements

Date: 02 November 2025
Team ID: 86B8EAC7C8A2F039E024E07975653673
Project Name: Enhancing User, Group, and Role Management with Workflows and Access Control
Maximum Marks: 2 Marks

Customer Problem Statement

In managing project activities within a small project management team, comprising one Project Manager-Alice and a Team Member-Bob, an effective and organized system for tracking responsibility in the entire lifecycle of the project is required. The role definition, access controls, and proper workflow are not in place in the existing system, hence making it confusing in the assignment and tracking of the progress of the tasks.

Most manual access control processes are prone to permission conflicts, inconsistent role assignments, and delayed workflows. This lack of automation further invites human error and may cause security issues and non-compliance.

Therefore, there is a strong need for a structured and automated solution that clearly outlines roles, has better access permission management, and a streamlined workflow. A system like that would heighten data security, reduce the administrative workload, and generally promote overall efficiency in operations and project reliability.

Problem Statement PS-1:

Being the Project Manager, Alice, I am trying to efficiently assign roles and manage user access within my team. However, due to vague dependencies and permissions of the roles in the system, it restricts making changes. Delays, confusion, and inefficiency arise when managing project responsibilities.

What I need is a more transparent and automated way to identify role dependencies, update user roles, and assure that all related workflows are aligned without any human touch.

Problem Statement PS-2:

As a Team Manager, I want the system to support proper reallocation of task responsibilities in case of changes in user roles or accounts. However, the system does not have automated alerts or workflows for reassignment, which leads to accountability gaps and reduced team productivity.

An automated workflow for reassignment and notifications would help in the maintenance of task ownership for seamless operations of the team.

Problem Statement PS-3:

As a Security Officer, I want to monitor and review user permissions across all roles and groups for compliance and unauthorized access. However, the system does not provide a unified dashboard and effective reporting capability, which are very important in terms of tracking access level and ensuring total transparency.

A single dashboard with an integrated audit trail would provide better visibility, enhance security controls, and enforce organizational policies.

Problem Statement PS-4:

As an IT Operator, I need to update user roles without disrupting existing permissions or workflows. However, due to the unclear role hierarchies, there are often configuration conflicts and update errors. A well-structured role hierarchy with automated validation would help to avoid misconfigurations and keep workflow stability for consistent system performance.